



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFP-2021-NHH-02-CLAIM

No.	Question	Answer
1	General Was RFP-2021-BDAS-08-FAMIL published anywhere other than the Department's website?	No.
2	General Can a vendor from outside the United States submit a proposal for RFP-2021-NHH-02-CLAIM?	Yes. However see Question 28.
3	General Who is the current Contractor?	There is no current Contractor.
4	General Is there any expectation for historical data to be migrated from a prior solution or Vendor?	No.
5	Section 2 Background, Subsection 2.2 Background What is the business reason for posting this RFP now?	See Section 2 Background, Subsection 2.2 Background.
6	Section 2 Background, Subsection 2.2 Background What are the challenges that your agency hopes to resolve with this engagement?	See Section 2 Background, Subsection 2.2 Background.
7	Section 2 Background, Subsection 2.2 Background What are the challenges with the current processes and services?	See Section 2 Background, Subsection 2.2 Background.
8	Section 3 Statement of Work, Subsection 3.1 Scope of Services Is the Department seeking a solution with the functionality to perform tasks described in Subparagraphs 3.1.3.3, 3.1.3.4, 3.1.4.3, 3.1.4.4, 3.1.4.5, 3.1.4.6, 3.1.4.7 and 3.1.4.8?	Yes. See Section 3 Statement of Work, Subsection 3.1 Scope of Services.



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9	<p>Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraph 3.1.1.</p> <p>Will the selected Vendor be required to perform tasks described in Subparagraphs 3.1.3.3, 3.1.3.4, 3.1.4.3, 3.1.4.4, 3.1.4.5, 3.1.4.6, 3.1.4.7 and 3.1.4.8?</p>	No. The selected Vendor will implement the system and assist in establishing the proper workflow/work rules so the claims management system can meet the stated requirements. The selected Vendor will not be required to perform the actual functions.
10	<p>Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraph 3.1.1</p> <p>Are the claims numbers based on the number of claims processed by NHH during COVID-19?</p>	The estimates for future claim numbers are based on available information. The actual number of claims required to be processed by the selected Vendor may vary.
11	<p>Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraphs 3.1.1 and 3.1.3</p> <p>Can the Department validate the file formats for sections 3.1.1.2 and 3.1.3.2 are in fact 837 claims files, both 837I and 837P for claims and 270 for verification of patient benefits?</p>	Yes. See Addendum #2.
12	<p>What payers are New Hampshire Hospital currently enrolled with?</p>	<p>New Hampshire Hospital is currently enrolled with these payers:</p> <ul style="list-style-type: none"> • Anthem (Blue Cross Blue Shield) • Amerihealth (Managed Care Organization in New Hampshire) • Anthem Silver Pathways • Granite State Health Plan (Managed Care Organization in New Hampshire) • Beacon (Managed Care Organization in New Hampshire) • Medicaid (NH FFS) • Medicare A • Medicare B



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13	Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraph 3.1.3 Are you expecting pharmaceutical and dental benefits in Subparagraphs 3.1.3.5 and 3.1.3.6 be identified from the information in the 270 files?	Yes.
14	Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraph 3.1.3 Are you looking to verify Medicare Part D coverage specifically?	Yes.
15	Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraph 3.1.4 Is the supporting documentation upload to claim files capability described in Section 3.1.4.4 for the purpose of appeals?	No. The Department is requiring the ability to attach supporting documents to claim files to support secondary billing requests.
16	Section 3 Statement of Work, Subsection 3.1 Scope of Services, Paragraph 3.1.4 Supporting documentation attachments can be payer specific, is there a specific payer for supporting documentation attachments?	No
17	Section 3 Statement of Work, Subsection 3.3 Compliance, Paragraph 3.3.5 Audit Requirements Will the Department make any revisions to the requirements in 3.3.5 of the RFP?	The Department may negotiate changes with the selected Vendor. However, the Vendor must meet the substantive requirements of this paragraph.
18	Section 4 Finance, Subsection 4.1 Financial Standards. Will contracts resulting from RFP-2021-NHH-02-CLAIM be funded using Federal funds?	See Section 4 Finance, Subsection 4.1 Financial Standards.



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19	Section 4 Finance, Subsection 4.1 Financial Standards. If the Department funds a contract resulting from RFP-2021-NHH-02-CLAIM using Federal funds, will the selected Vendor need to comply with Federal fund requirements?	Yes.
20	Section 5 Proposal Evaluation, Subsection 5.1 Selection What additional details will the Department provide concerning how the winning proposal will be selected?	See Section 5 Proposal Evaluation.
21	Section 6 Proposal Process, Subsection 6.2 Procurement Timetable, Line 5, Proposal Submission Deadline. Will the Department extend the Proposal Submission Deadline?	Any changes to RFP-2021-BDAS-08-FAMIL will be published to the Department's website as an addendum to RFP-2021-BDAS-08-FAMIL.
22	Section 6 Proposal Process, Subsection 6.7 Proposal Submission, Paragraph 6.7.1 Can vendors submit proposals by email?	See Section 6 Proposal Process, Subsection 6.7 Proposal Submission, Paragraph 6.7.1.
23	Section 7, Proposal Outline and Requirements Subsection 7.2 Outline and Detail, Paragraph 7.2.5 Can a video thumbnail demonstrating product functionality be submitted instead of a written response?	No. See Section 7, Proposal Outline and Requirements Subsection 7.2 Outline and Detail, Paragraph 7.2.5
24	Section 7, Proposal Outline and Requirements, Subsection 7.2 Outline and Detail, Paragraph 7.2.6 Can a multimedia/video clip providing company information be submitted instead of a written response?	No. See Section 7, Proposal Outline and Requirements Subsection 7.2 Outline and Detail, Paragraph 7.2.6



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25	<p>Section 8 Mandatory Business Specifications, Subsection 8.1 Contract Terms, Conditions and Liquidated Damages, Forms, Paragraph 8.1.2 Liquidated Damages</p> <p>Will the Department consider including a Limitation of Liability clause in the contract?</p>	Yes, the Department may negotiate a reasonable limitation of liability clause with the selected Vendor. However, the Department is not committing to limiting liability for any damages.
26	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 4 Conditional Nature of Agreement</p> <p>In the event that availability and/or continued appropriation of funds reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement, will the Department reimburse the selected Vendor for any services provided prior to the reduction or termination of appropriated funds?</p>	Yes. However, in no event shall the Department be liable for any payments in excess of available appropriated funds.
27	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 5 Contract Price/Price Limitation Payment</p> <p>Is the contract price/price limitation/payment inclusive of all costs, including any third party fees incurred by the selected Vendor?</p>	Yes.
28	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 7 Personnel, Subsection 7.2</p> <p>Will the Department delete Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 7 Personnel, Subsection 7.2 in its entirety and replace it with the following language?</p> <p>7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after</p>	The Department is willing to negotiate revisions to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 7 Personnel with the selected Vendor. However, modifications are not guaranteed.



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	the Completion Date in Block 1.7, the Contractor shall not solicit or recruit, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to solicit or recruit, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.	
29	Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 8 Event of Default/Remedies Will the Department make any proposed changes Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 8 Event of Default/Remedies?	The Department may negotiate changes to this paragraph with the selected Vendor. However, modifications are not guaranteed.
30	Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 8 Event of Default/Remedies Does the Department plan to include warranty provisions in the contract?	Yes.
31	Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9, Termination and Appendix A - P37 and Standard Exhibits, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9, Termination and/or Appendix A - P37 and Standard Exhibits, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement?	Yes, the Department may negotiate changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 9, Termination, and/or changes to Appendix A - P37 and Standard Exhibits, Exhibit I Health Insurance Portability and Accountability Act Business Associate Agreement with the selected Vendor, including a longer notice period. However, modifications are not guaranteed.



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32	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 10, Data/Access/Confidentiality/Preservation</p> <p>Does the definition provided in Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 10, Data/Access/Confidentiality/Preservation include any pre-existing IP or material owned by the selected Vendor?</p>	No.
33	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 12, Assignment/Delegation/Subcontracts</p> <p>Is the Department willing to consider any proposed changes to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 12, Assignment/Delegation/Subcontracts?</p>	No.
34	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification</p> <p>Will the Department include the selected Vendor's standard licensing restrictions specific to its products and services, together with standard ownership terms?</p>	The Department may negotiate with the selected Vendor to include certain restrictions and terms. However, inclusion is not guaranteed.
35	<p>Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification</p> <p>Will the Department modify Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13 Indemnification to claims resulting from the selected Vendor's fraud or intentional misconduct or to injuries to person or tangible property damage while the selected Vendor is on the Department's premises performing the services?</p>	No.



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36	Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification Will the Department include the selected Vendor's standard indemnification requirements and exclusions?	No. The Department may negotiate reasonable modifications to Appendix A - P37 and Standard Exhibits, Form P-37, General Provisions, Section 13, Indemnification with the selected Vendor. However, modifications are not guaranteed.
37	Appendix A - P37 and Standard Exhibits, Exhibit K DHHS Information Security Requirements Will the Department consider making modifications to Exhibit K, DHHS Security Requirements?	Yes. However, the Department does not guarantee that proposed modifications will be accepted.
38	Appendix D, Price Proposal What is the budget range that has been established for the duration of this engagement?	Proposers must complete Appendix D, Price Proposal. See Appendix D, Price Proposal.
39	Appendix F Activities, Deliverables, and Milestones Schedule What is the Department's estimated timeline for the scope defined?	The Department is soliciting proposals that include a Projected Delivery Timeframe. See Appendix F Activities, Deliverables, and Milestones Schedule.
40	Appendix F Activities, Deliverables, and Milestones Schedule Can the selected Vendor perform the tasks related to this RFP outside of the USA?	No. See Appendix A, Exhibit K and Appendix F Activities, Deliverables, and Milestones Schedule